EDI Support Services

User Documentation: Changing Passwords in the EDISS Gateway SSPR

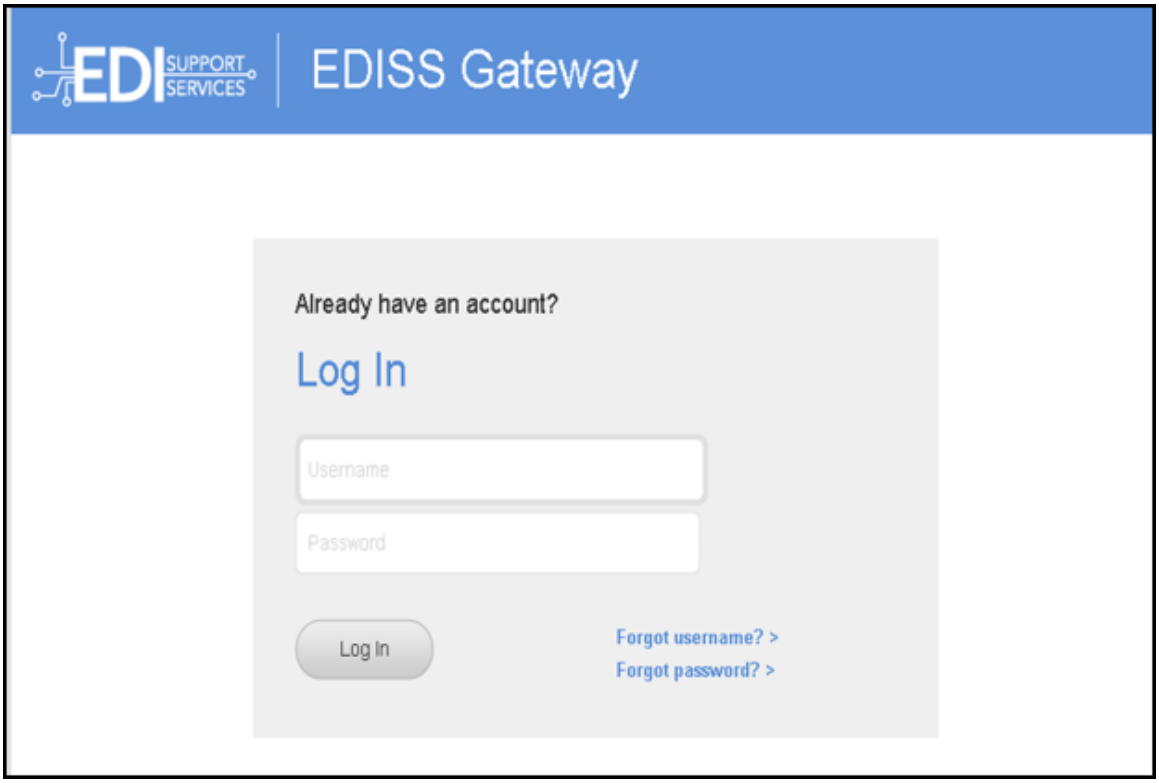
In this document:

- Changing EDISS Gateway Password for the First Time
- Changing EDISS Gateway Password After Logging In

Due to security policy, all Submitter passwords expire 60 days after issuance. EDISS offers a Self-Service Password Reset (SSPR) portal to manage EDISS Gateway credentials. The EDISS Gateway SSPR allows passwords to be reset at the Submitter's convenience.

Changing EDISS Gateway Password for the First Time

1. Log into the EDISS Gateway SSPR (https://accountmgt2.edissweb.com) by entering the username (ex. BS99999, no / should be utilized) and password provided by EDISS on the Test/Production fax sent to the Trading Partner from EDISS and click Log In.

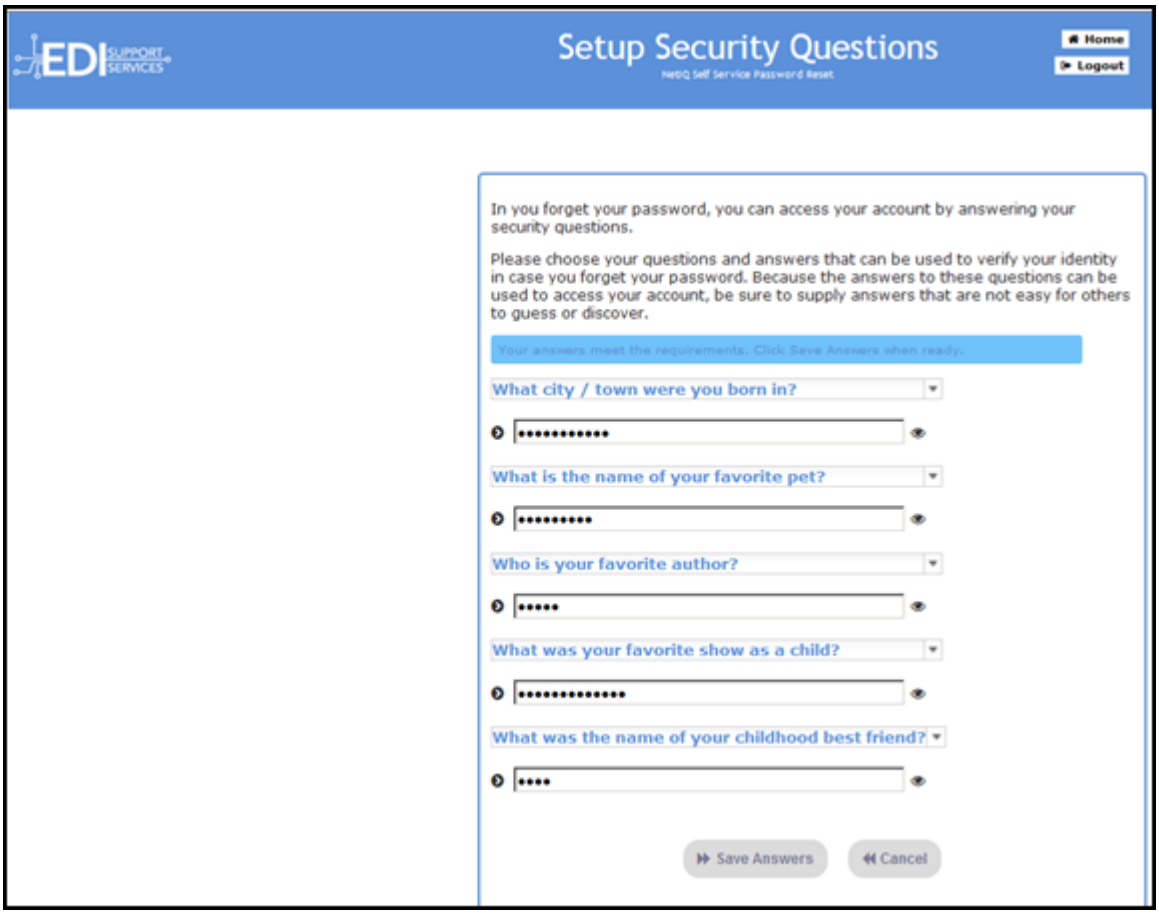


2. Upon the first login, users will be required to setup security questions.
   Note: Security questions must be at least 4 character long and are not case sensitive.

Changing Passwords in the EDISS Gateway Continued…

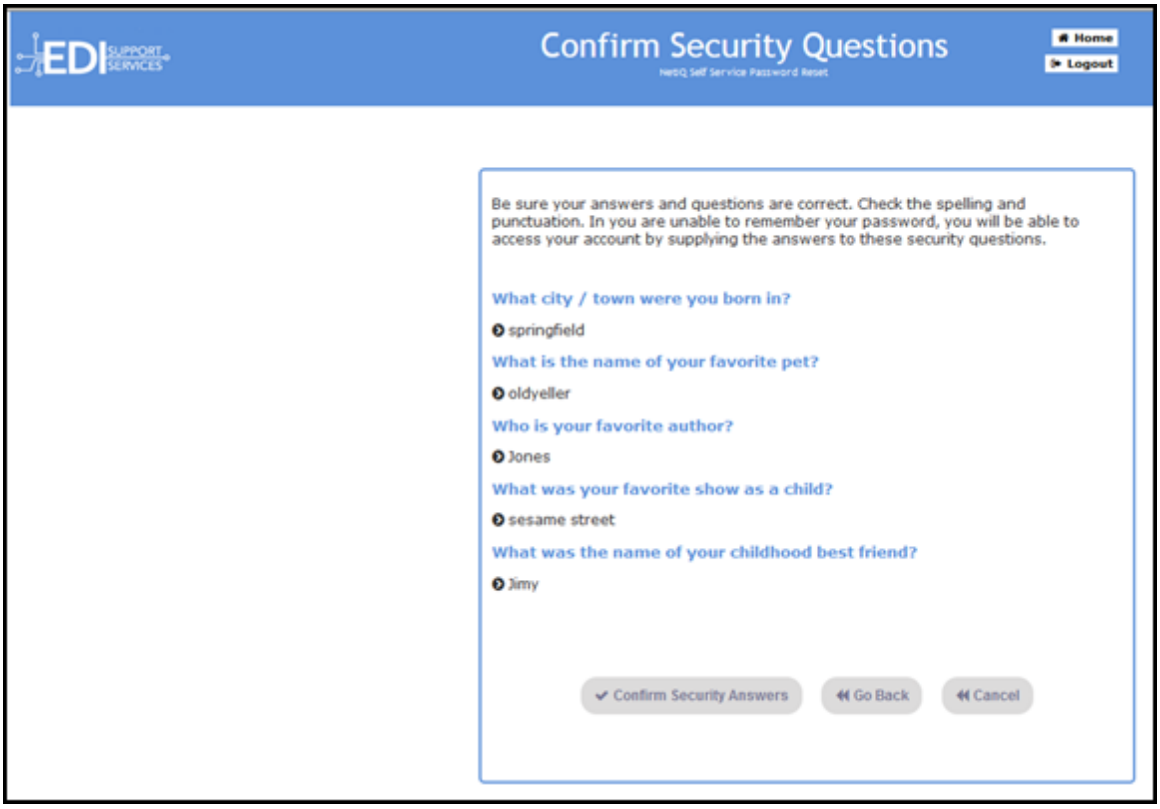
3. Select the question from the drop down and enter the answer below.

4. Once all five (5) have been completed, click *Save Answers*.

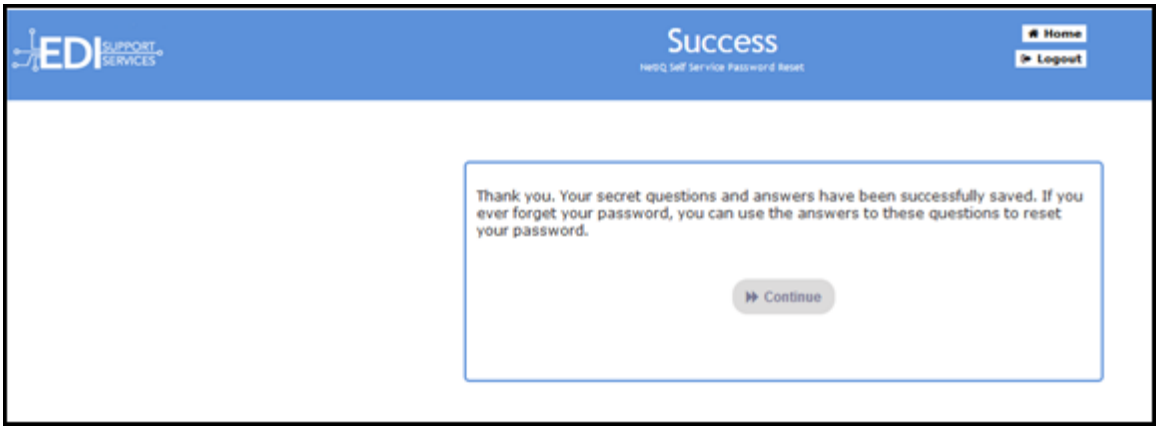


5. Review the answers to ensure they are correct.
   a. If they are correct, print the screen.
   b. After printing the screen, click on *Confirm Security Answers*.
   c. If they are incorrect, click *Go Back* and make corrections.

Changing Passwords in the EDISS Gateway Continued…

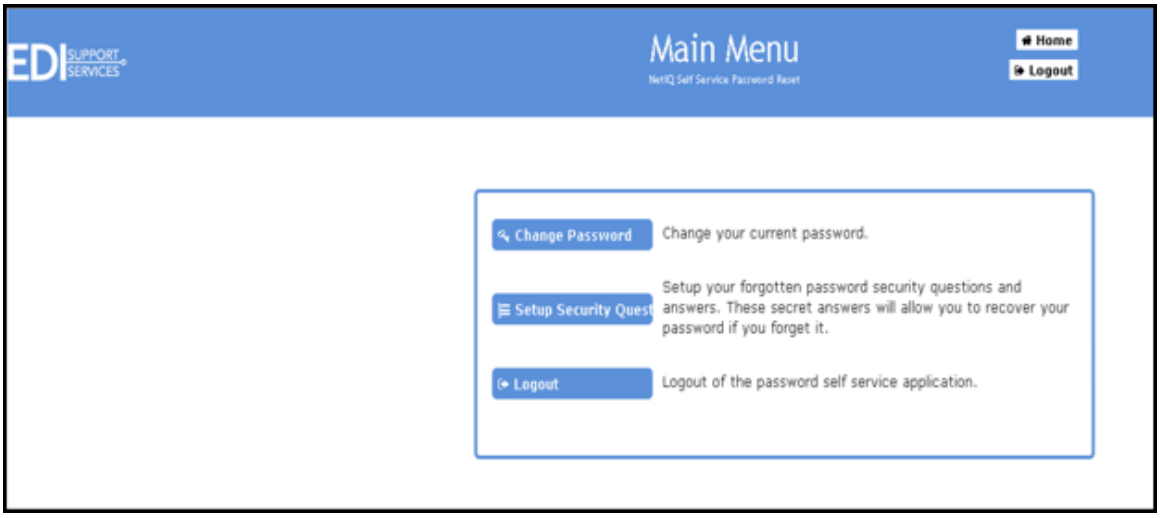


6. Once the answers have been confirmed, a *Success* notification will appear. Click *Continue*.



7. Select *Change Password*.

Changing Passwords in the EDISS Gateway Continued…



8. Enter the temporary/existing password and click *Continue*.

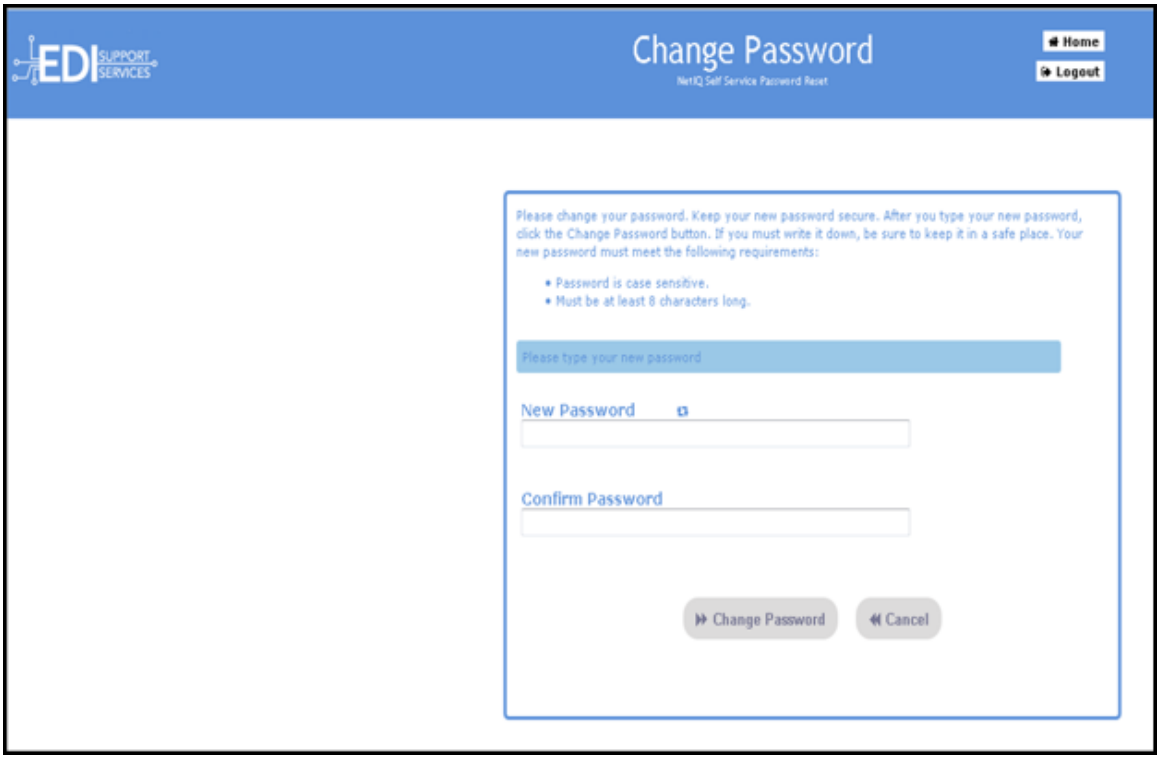
9. Enter the new password.

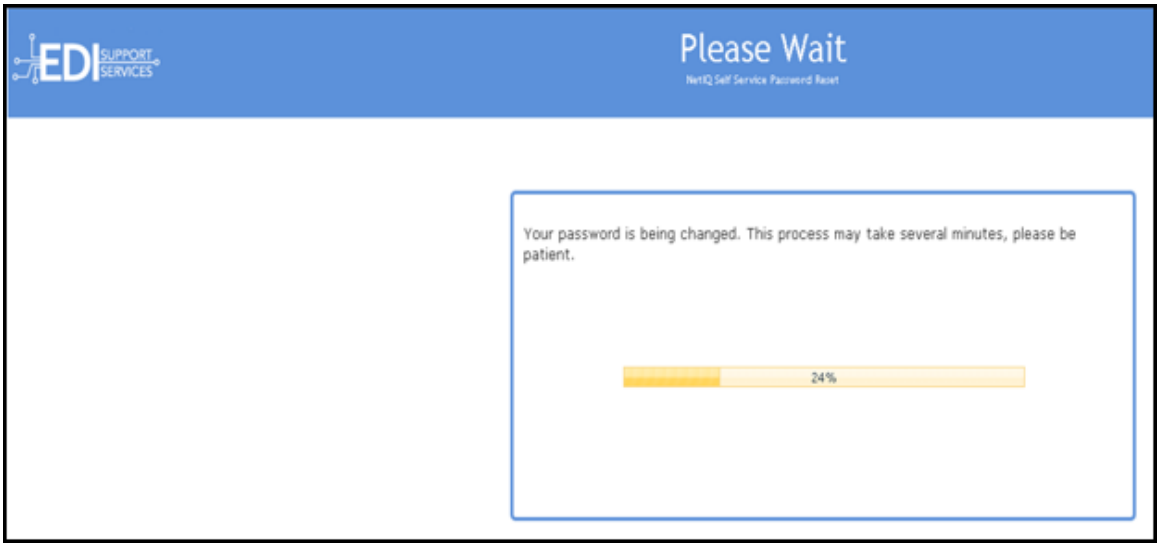
   Password criteria:
   - At least eight (8) characters, maximum of 16
   - At least one upper-case letter
   - At least one lower-case letter
   - At least one number
   - At least one special character ($, #, *, -, or _). Do not use '&' or '+'
   - The use of dictionary names or words as passwords is prohibited.
   - The same password cannot be reused for six (6) generations.
   - Maximum Sequential Repeat: 2 (e.g. LL or GG or 00 is the max of repeats of a character allowed)

Changing Passwords in the EDISS Gateway Continued…

- Maximum characters from previous password: 4

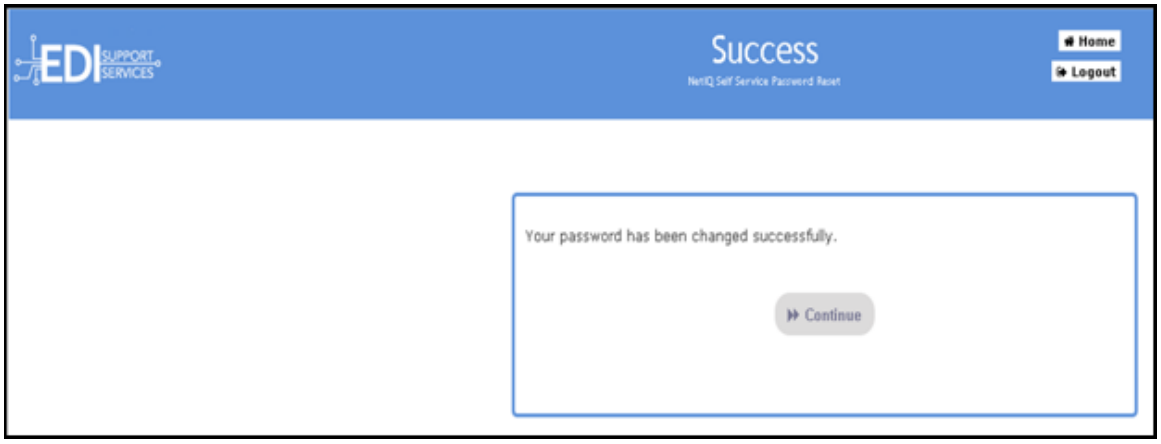
10. Enter the new password again to confirm.
11. Click *Change Password*.





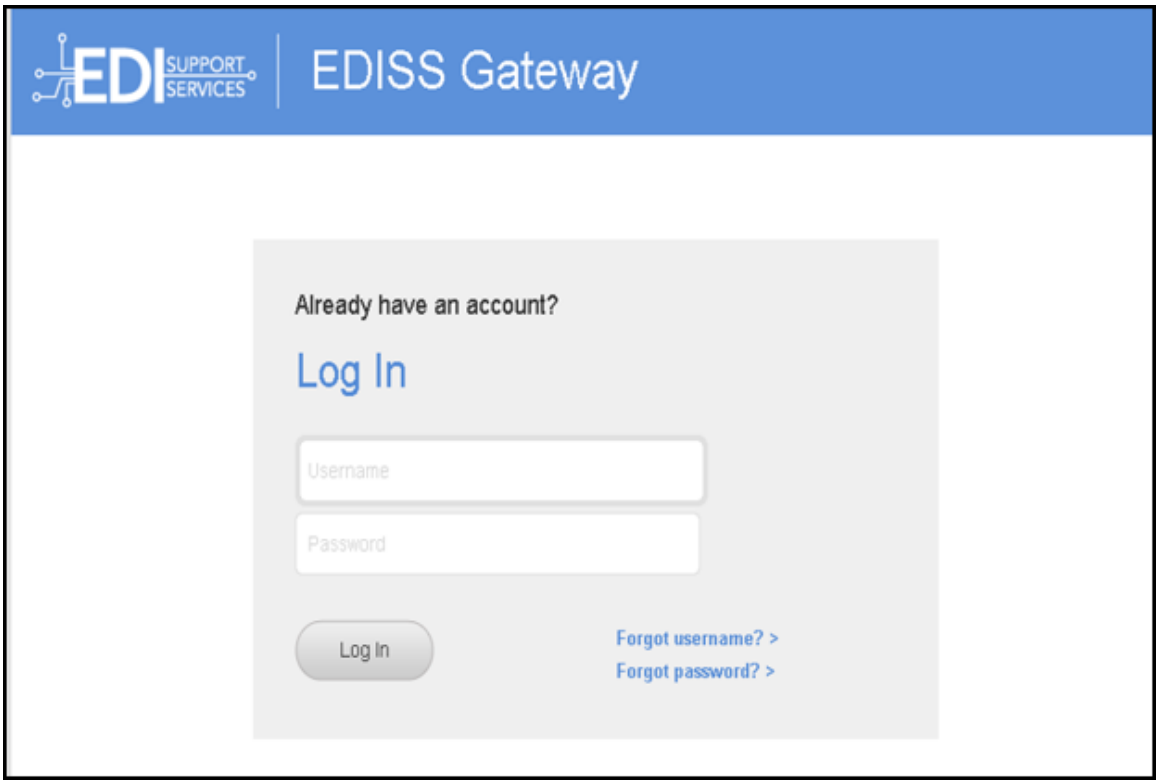
12. A confirmation will appear once the password has been successfully changed.

Changing Passwords in the EDISS Gateway Continued…



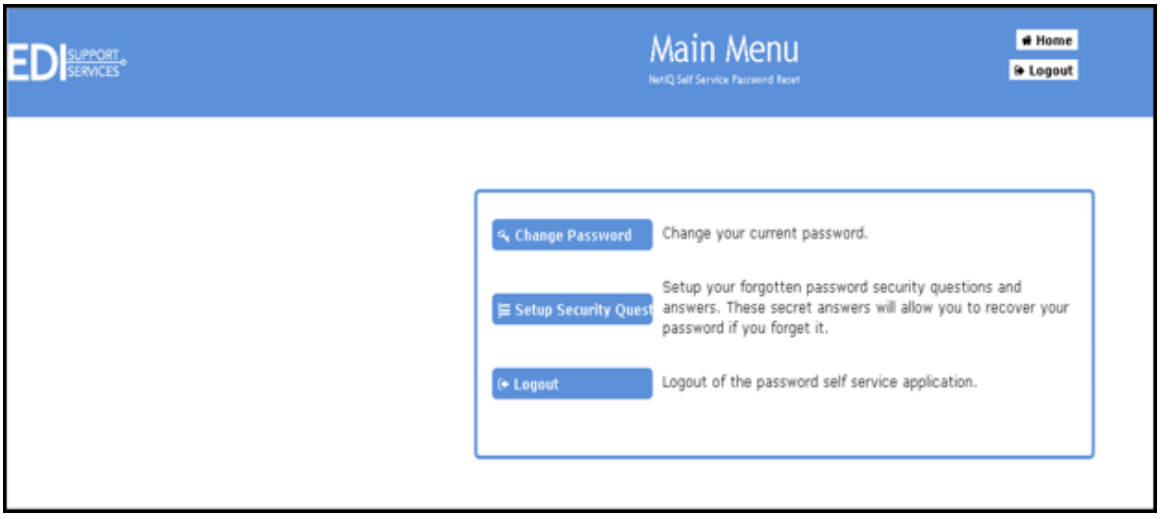
Changing EDISS Gateway Password After Logging In

1. Log into the EDISS Gateway SSPR by entering the username and password. Click *Log In*.



2. Select *Change Password*.

Changing Passwords in the EDISS Gateway Continued…



3. Enter the current password and click *Continue*.

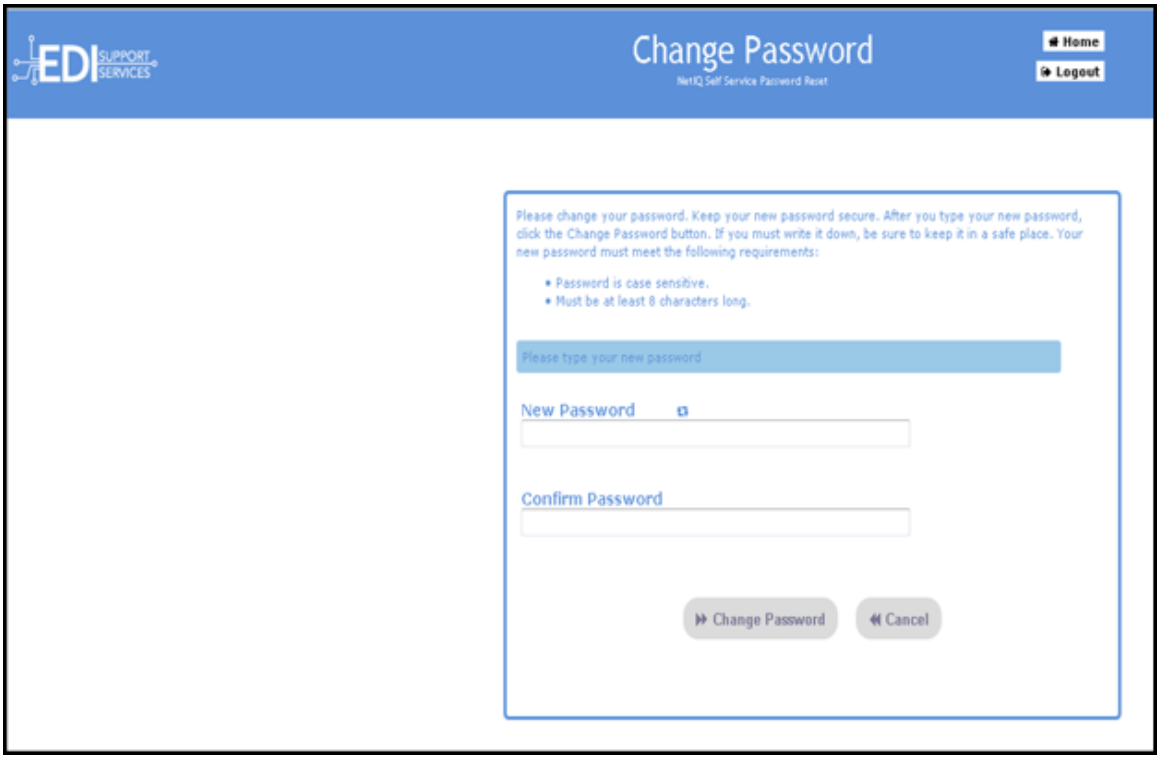
4. Enter the new password.

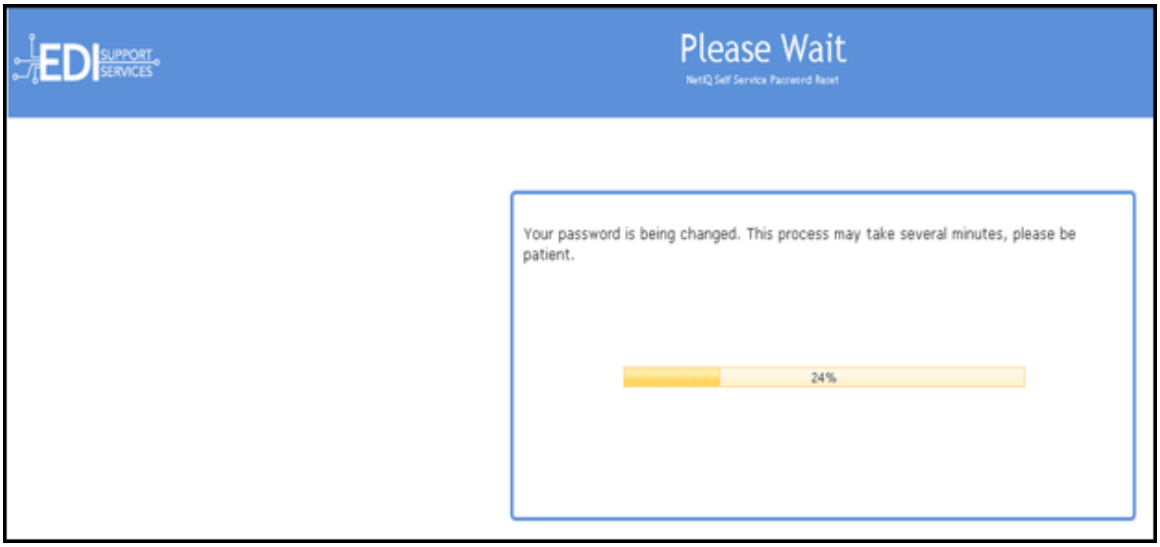
   Password criteria:
   - At least eight (8) characters, maximum of 16
   - At least one upper-case letter
   - At least one lower-case letter
   - At least one number
   - At least one special character ($, #, *, -, or _). Do not use '&' or '+'
   - The use of dictionary names or words as passwords is prohibited.
   - The same password cannot be reused for six (6) generations.
- Maximum Sequential Repeat: 2 (e.g. LL or GG or 00 is the max of repeats of a character allowed)

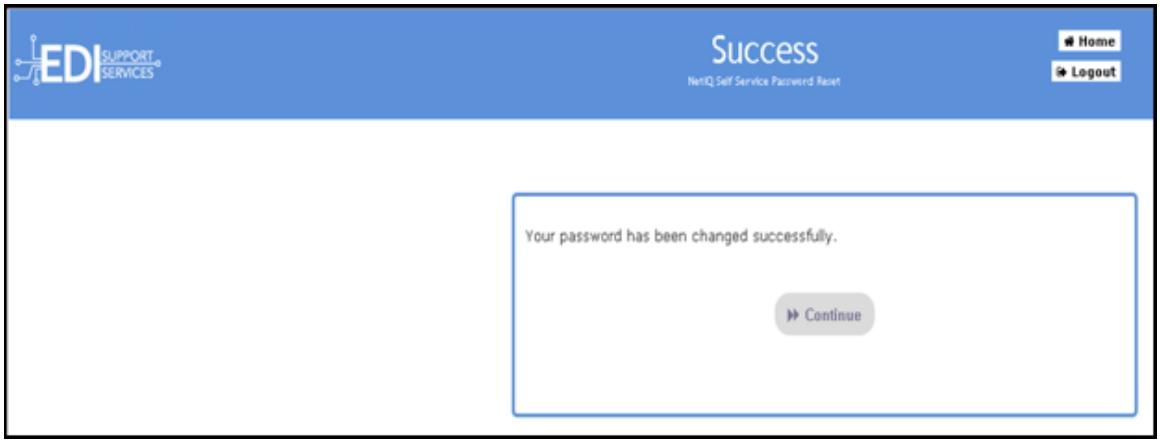
Changing Passwords in the EDISS Gateway Continued…

- Maximum characters from previous password: 4

5. Enter the new password again to confirm.
6. Click *Change Password*.





7. A confirmation will appear once the password has been successfully changed.

Changing Passwords in the EDISS Gateway Continued…